



# ALTITUDE SERVICE DESK

GIVE YOUR ON-PREMISE  
CONTACT CENTER  
A CLOUD SERVICE



# 60%

of contact center issues  
are related to lack of  
knowledge



# 25%

of issues are  
related to underlying  
infrastructure, not the  
contact center  
application

**Source:** Altitude Software Internal Statistics

→ Do you want to anticipate issues before they happen?



Do you want to make sure that daily operations run fast and efficiently?

→ Do you want to be sure that your contact center is always available?

All of it without a single worry?

Altitude Software's knowledge and proven experience can help any contact center owner to run it successfully through our Service Desk, that gives cloud-like service to contact centers on-premise.

## What is in it for you?

Our 25+ years of expertise allow us to identify needs, understand the challenges, anticipate issues, and improve results. Our knowledge about different types of clients, operations, and requirements gave us the expertise and authority to run your contact center for you.

Moreover, we know better than anyone else how to operate our product, leaving you with the easy decision of letting us do it.

Altitude Software Service Desk takes responsibility for running your contact center platform, from the most reactive to the most proactive tasks. Choose from the Service Desk package that best fits your needs and achieve peace of mind to focus on your core business.



# What is in it for you?



We can take care not only of the contact center application, but of all the other infrastructure that supports the contact center for a unified management and monitoring, so that you can really focus on your business with total peace of mind.

Customers who already benefit from Altitude's Service Desk experience a positive impact on operation with:

an average  
reduction of around

**-50%**

in the time to  
restore incidences

around

**-30%**

number of  
incidences

# What services are provided by Altitude Service Desk?

We take care of the operation for you, from the most reactive to the most proactive services.

Depending on your needs, you can choose from the following packages:

## BRONZE

Incident Resolution + Analytics

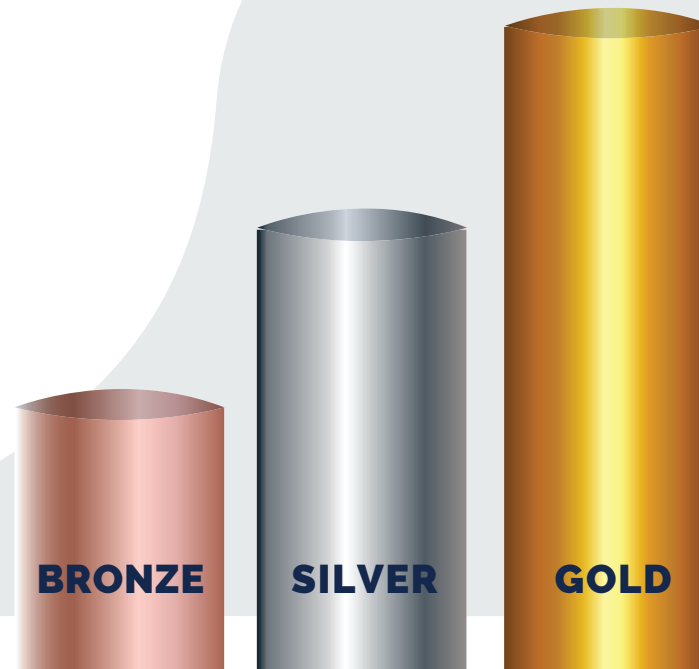
## SILVER

Incident Resolution + Analytics + Availability

## GOLD

Incident Resolution + Analytics + Availability + Operation

## Altitude Service Desk Offer



Product Maintenance

# What services are provided by Altitude Service Desk?

We take care of the operation for you, from the most reactive to the most proactive services.



For each of the service packages above, the scope of this offer can be:

Application    Application + Infrastructure    Application + Business    Application + Infrastructure + Business

\* New small evolutions not included in Gold as default (bag of hours needed)

\*\* Included in our Service Catalogue and requiring less than 24 hrs implementation per evolutive

# What are the benefits of Altitude Service Desk?

**Reduce the number of incidents** – Our preventive approach with proactive monitoring and Altitude Service Desk’s team inside knowledge can highly reduce the number of incidences.

**Get higher availability** – Let Altitude Service Desk perform preventive maintenance. Real time monitoring and service management leads to less issues and faster resolution. Rest assured that your contact center platform is under continuous improvement to ensure the maximum availability.

**Increase efficiency** – Altitude Service Desk operation services ensures that your operation runs faster, leading to a more efficiency and improved business results. Get the best insights possible on the daily operation, learn from it, and implement the best practices to guarantee maximum performance.





# Move from

- ▶ Reactive approach
- ▶ Services restoration
- ▶ Response SLAs
- ▶ Focus on applications
- ▶ Standard support based on demand
- ▶ No availability focus



# To

- ▶ Preventive approach through real time monitoring
- ▶ Preventing issues & continuous improvement
- ▶ Restoration & availability SLAs
- ▶ Focus on applications, infrastructure, and business
- ▶ Service management based on KPIs
- ▶ Availability and continuity plus performance

“ Altitude Software Service Desk team enabled us to get the most of our Altitude Xperience platform. Their technical support allows us to focus on improving our business. ”

**Pedro Patrício, Head of IT Development, armatis-lc**



**Empower your on-premise contact center platform with cloud like services!**

**Get a free consultation**

